

Message

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**From:** Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=JAMES.HANCHETT]  
**Sent:** 3/8/2011 12:12:03 PM  
**To:** Nassif, Julianne (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=Julianne.Nassif]  
**Subject:** RE: Printer Problem

Yes they do. The ticket number is 695930.

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**From:** Nassif, Julianne (DPH)  
**Sent:** Monday, March 07, 2011 2:52 PM  
**To:** Hanchett, James (DPH)  
**Subject:** RE: Printer Problem

Jim,  
Does the Northampton Office use the "ticket system" too? I will check on this.  
Thx, Julie

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**From:** Hanchett, James (DPH)  
**Sent:** Monday, March 07, 2011 1:30 PM  
**To:** Nassif, Julianne (DPH)  
**Subject:** Printer Problem

Hi Julie,

We have a problem with a 1 ½ year old printer we use on our new GC/MS. I contacted Debbie Danforth about getting a service call for the printer. She said I had to go through IT. I contacted them 2/25/11 and again 3/3/11 and no response. The printer is inoperable so we are using a 15 year old back up printer with many jamming problems. Is there any one else I should contact to get this fixed.

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